

€ TRAINING

Implementing Quality Assurance & TQM in
Service Departments or Industry





Implementing Quality Assurance & TQM in Service Departments or Industry

Introduction:

Service departments offer a great opportunity for Quality Assurance and Quality Improvement. These departments have traditionally avoided reasonable measurement of performance - internal customer satisfaction - all this has now changed. Now dramatic measurable performance improvement in these areas has become possible - and it is measurable! This program teaches the Analysis Methodology and Technology that makes this possible.

After attending this program the participant will be able to guide such an implementation, he will be able to prepare the required implementation plans and checklists.

Participants will normally be motivated personnel from all service departments including Management, Engineering, Purchase, Utilities, Maintenance, Finance, Audit, Documentation, Administration, Personnel, HRD, Accounting.

Course Objectives:

At the end of this course the participants will be able to:

- Coordinate various department inputs into TQM/ISO9001:2010 Implementation.
- Better know Demonstrability and Accreditation.
- Prepare an audit checklist for your organization. Self Assessment.
- Application Procedure for third party assessment, Assessment procedure.
- Use of Computers Document Management Systems to aid TQM/ISO9001 Implementation.
- Use Consultants to assist in Implementation. Where they can and cannot help.
- Prepare a Presentation: A Plan for ISO 9001 Services Implementation in your organization.

Targeted Audience:

- Individuals interested in conducting internal/external audits
- Management representatives
- Quality Assurance Managers
- Quality Control Managers
- Quality Auditors

Course Outlines:

Unit 1:

- What are TQM and ISO9001?
- What has Involved in TQM/ISO9001 Services Implementation?
- TQM Overview. ISO9001:2010. Product Standards: BS, DIN ...
- Elements of Quality System as Applicable to Service Industries Government Departments

Unit 2:

- Management Responsibility: Quality Policy, Objectives, Responsibility, Authority Management Review.
- Personnel Material Resource Requirements: Motivation, Training, Communications.
- Quality System Structure

- Interface with Internal External Customers, Service Brief, Feedback Action System.

Unit 3:

- Service Design Control, Design Review, Design Validation, and Design Change Control.
- Quality Documentation System its Control.
- Quality in Procurement, Purchaser Supplied Equipment
- Service Identification Traceability

Unit 4:

- Service Delivery Process Control
- Service Performance Analysis Improvement.
- Nonconforming Service Control and Corrective Action
- Deliverables Control

Unit 5:

- Internal Quality Audit
- Statistical Techniques.
- The Preliminary Audit.
- Abilities required from a person given